

ABSTRACT

PT. Telkom Indonesia as flag carrier in telecommunication sector and also as the biggest in Telecommunication – Information – Media – Edutainment – Service (TIMES) provider services apply the principles of IT governance. However based on the result of organization assessment capability level that established by researcher using ISO 15504 as the measurement of compliance level to the ISO 20000, which reached 3rd level for service level management process and 1st level for service catalogue management and capacity management. That results is also verified by manager of IT compliance in organization, because in PT. Telkom Indonesia was not the entire process are certified ISO 20000, and in terms of its business process are still not effective in its implementation, and then it also never perform an assessment related to the capability level of ITSM processes

To Redesign the processes including service level management, service catalogue management, and capacity management by using the ITIL framework version 2011, ISO 20000, and ISO 15504, because that framework and best practices are compatible with organization's business conditions.

The end result of the improvement in redesign by using ITIL version 2011, ISO 20000, and ISO 15504 in PT. Telkom Indonesia describes that in order to achieve the target 5th capability level, therefore PT. Telkom Indonesia should implements the results of assessment capability level and also redesign, implements each standard operating processes and the wisdom in service design effectively.

Keywords: ITIL version 2011, ISO 20000, ISO 15504, capability level, service design.